

EPICENTRAL

A Newsletter from Epicenter Development Group highlighting ideas that improve organizations

Welcome to Epicenter Development Group's newsletter, EPICentral. The purpose of this newsletter is to highlight fundamental ideas that have helped organizations develop and maintain great manufacturing and service operations. We hope that you find our EPICentral newsletter helpful, and we would welcome your comments on its content.

The Pinch Model -- Short-Circuit Future Conflict

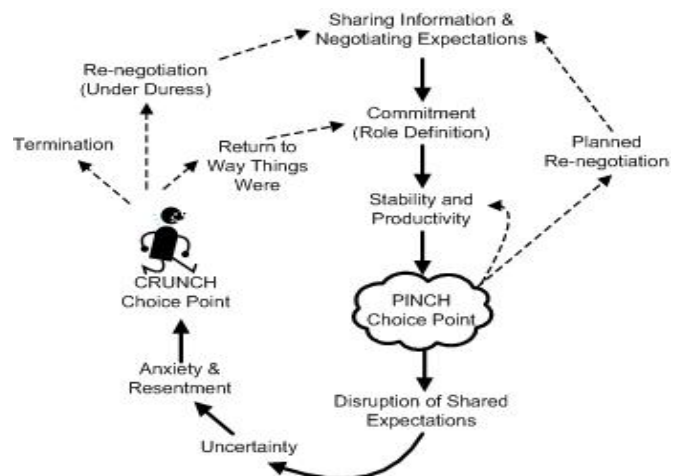
Workplace conflict can be a major issue in today's fast-moving and sometimes stressful business climate. Unresolved conflict can lead to reductions in labor productivity and product quality; disrupt teamwork initiatives; and, even worse, lead to the loss of valuable personnel who leave an organization. This month's article introduces a simple tool called the Pinch Model that can help managers and colleagues to "short-circuit" the buildup of conflict in the workplace.

The Pinch Model:

The Pinch Model is presented to the right, and the process flow starts at the top right and moves in a clockwise direction.

The model represents a relationship with another person and highlights that there is typically a "pinch" point in a relationship where someone will do something that is not consistent with expectations. These "pinches" disrupt the relationship and, if unaddressed, can eventually lead to a buildup in anxiety and resentment.

The overall point of the model is to give people a common language around relationship development, the idea of "pinches," and some avenues of addressing "pinches" before they lead to bigger issues down the road.



Considerations:

- Consider introducing this model in your workplace to create a shared process for recognizing and

addressing "pinches." At Epicenter, for example, we have agreed that it is OK to let someone know when they have "pinched" you. This can then lead to a discussion around what the "pinch" was and how to prevent it in the future.

- If "pinches" are ignored then they will eventually lead to "crunches" -- an unhealthy breakdown that must be addressed under duress.
- Consider implementing a process at the beginning of projects or with new hires that makes expectations and roles explicit. This can help reduce the number and severity of "pinches" in the future.
- Consider implementing a regular process to re-negotiate expectations and roles. This can help reduce the buildup of "pinches" over time.

Next Steps

If you would like more information on this topic or other similar types of tools, please contact Bill Proctor with your request at wproctor@epicentergroup.com or 216-702-0952. You can also find previous issues of EPICentral at [Newsletters](#).

Mr. Proctor also speaks on a variety of problem-solving and system design topics that can help companies significantly increase the success and profitability of their businesses. If you are interested in having Bill speak at one of your upcoming meetings/events or would like more information on any of the speaking topics, please visit [Speaker Services](#) or you can email sales@epicentergroup.com.

Epicenter Development Group is a unique consulting firm that seamlessly integrates the disciplines of Systems Engineering and Organizational Analysis & Development to create practical design solutions to your toughest challenges. It is on the cutting edge of problem-solving solutions and the creator of a unique process called GreenRoom Engineering. This process adds greater value and cost savings for clients as compared to traditional engineering methods.

William Proctor, Epicenter's founder and president, has provided services around the country to more than 100 companies consisting of a variety of organizations; and Epicenter continues to grow as a resource for firms of all sizes.

To learn more about Epicenter Development Group, visit our website:

www.epicentergroup.com

Epicenter News



Quick Links

[Comments/Suggestions](#)

[Archive](#)

[Unsubscribe](#)